

Monthly Status #17 (December 2001)

Project: Wireless E9-1-1 Project

Date: December 31, 2001

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Description: The project manager provides the monthly status report describing the significant activities of each deliverable and any deviation to scope, schedule, and resources. Ref: Communication Plan.

Summary: The State 9-1-1 Office is now monitoring the progress of wireless service providers (WSPs) and preparing to test and activate service for the San Francisco Consolidated Emergency Communications Center (SF CECC), which is targeted to start taking wireless 9-1-1 calls in January 2002. This is significant, being that San Francisco CECC will be the first local public safety answer point (PSAP) to receive wireless 9-1-1 calls directly. This also lays the groundwork for other PSAPs to answer wireless 9-1-1 calls that will reduce the number of calls overwhelming the CHP.

California is unique because the CHP is currently the primary default PSAP for all wireless 9-1-1 calls. Each local PSAP must first agree with the CHP as to the cell sectors from which they will be receiving calls directly. The passing of Assembly Bill 1263, effective 1/1/01 (now Calif. Public Utilities Code 2892 c.1-4) permits other PSAPs besides the CHP to answer wireless 9-1-1 calls directly.

1. **Wireless E9-1-1 Main Project Overview.** With the procedures in place to facilitate the statewide rollout for wireless E9-1-1, the State is targeting the high call volume areas to distribute the call load from the CHP and incorporate the more accurate location Phase II service.
 - **Statewide plan.** The State 9-1-1 Office presented a draft statewide implementation plan at the monthly meeting in December that graphically depicts regions and target start dates. It is based upon the 24 CHP Communication Center jurisdiction regions and begins in LA and the Bay Area, due to high call volumes.
 - **Reducing calls to CHP.** PSAPs in Los Angeles County and the Bay Area regions will be contacted by State 9-1-1 Office staff in order to help load balance the abundant number of wireless 9-1-1 calls among all PSAPs. The State 9-1-1 Office is anxious to work with the CHP and local PSAPs to mitigate the extremely high call volumes at the CHP.
 - **PSAP Upgrades.** The State now has a new GIS funding policy for PSAPs. Those PSAPs willing and able to answer wireless 9-1-1 calls directly qualify for additional funds for GIS (mapping) systems.
 - **WSP Reimbursement Policy.** The State is developing a WSP reimbursement policy based upon subscribers, which will be adjusted according to available funds.
2. **W E9-1-1 Implementation (SF CECC) Subproject.** The initial wireless 9-1-1 calls for SF CECC are planned for January 2002 with Cingular and Nextel ready to test and activate service. Key to the progress was Sue Wright (CHP) analyzing the coverage maps and obtaining CHP Commissioner Helmick's approval to reroute wireless calls to SF. Progress is now being made to complete the database provider's records and WSP translation tables. Jo Ann Hicks is the local point of contact at joann_hicks@ci.sf.ca.us.
3. **W E9-1-1 Implementation (CHP LACC) Subproject.** The plans for California Highway Patrol Los Angeles Communication Center (CHP LACC) are being worked on to have WSPs participate in a proof of concept to test different call scenarios. The ILECs completed some initial testing of mock wireless calls, and the State is still awaiting pricing from Verizon and revised pricing from PacBell.
4. **Monthly meetings.** The State hosts an open monthly meeting on the second Friday of each month at the Telecommunications Division in Sacramento to encourage active participation. For further information please contact Donna Pena (9-1-1 Office) at dpena@telecom.dgs.ca.gov.

5. **Web site postings.** These monthly status reports, the charter, and other pertinent information that need to be distributed widely will be posted to the State 9-1-1 Office web page located at <http://www.telecom.ca.gov/index.asp?mp=offices/911network.asp>